



Problem Management Enhancements

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NORTHROP GRUMMAN

Problem Management and Related Processes

- Three distinct yet integrated processes
 - Initial findings
 - Incident root cause analysis (RCA)
 - Problem management

Initial Findings

- Incident management activity
- Initial findings, which are completed within 24 business hours after incident resolution, are provided for all severity 1 and 2 incident tickets
- Initial findings document the cause(s) of the incident – providing the customer an explanation of the incident
- When the root cause of the an incident or incidents is unknown, a problem record is opened for further investigation

Report contains
incident information
with completed initial
findings

Severity 1 & 2 Initial Findings Report DGS

Incident Number:	IM950582	Severity Level:	1		
Open Time:	1/29/2011 9:47:18PM	Resolved Time:	1/30/2011 12:31:36AM		
Category:	server-va	Sub-Category:	system status		
Product Type:	unix	Problem Type:	production support		
Cause Code:	Service Request	Resolution Code:	Cleared-No Trouble Found		
Affected CI:	CVASV-CR63Q71	Assignment:	SERVERSERVICES-371/373		
CI Type:	computer	CI sub Type:	Server		
Location:	1107	City:	Chester		
Address:	11751 Meadowville Lane	Zip Code:	23836	Agency Code:	194

Incident Details

Brief Description:	(DGS) Server :- ORACLE5 server is down.
Initial Findings:	DGS developer initiated restart of server. Server stopped during rest art sequence because of a hardware issue with drive 0. Drive 0 was re seated which cleared the hardware error. Server was then allowed to c ontinue to boot normally. Services were verified after server complet ed boot up.
Resolution:	01/30/11 00:31:36 (david.din@ngc.com): Drive 0 had an amber light indicating a hardware issue. Drive was reseated which cleared the hardware error. Drive light turned green. Restarted server. Engineer verified that all services were working fine.

Incident Root Cause Analysis (RCA)

- Incident management activity
- Initiated by the agency or management for major incidents or outages
- Revised incident RCA form has been created
 - Provides incident details, root cause and corrective actions to prevent recurrence
 - Sequence of events or timeline to understand the relationships between the event and root cause(s) to prevent recurrence
- The ***targeted goal*** is to deliver “customer ready” RCA within eight business days

Problem Management

- Problem management process is to identify and eliminate the unknown underlying cause of one or more incidents
- When does this occur?
 - **Reactive** - identifying the underlying causes of incidents in order to prevent future recurrences
 - **Proactive** - activities that identify and resolve problems before incidents occur by utilizing trending and predictive analysis
- Detailed investigation to identify workarounds and permanent resolution of problems within the infrastructure
- Output of problem management is a known error record and/or a change request to eliminate the problem

Problem Management SharePoint Site

Problem ticket information
is available to
AITRs and ISOs

Links to problem
management
process info

Status tracking for
open RCAs

Status tracking for
active problems

Home - ITIL Problem Management - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://vashare.virginia.gov/sites/vita2/itp-til-problem/default.aspx

TimeSheet ServiceCenter ITIL Problem Manage... Community Problem M... Community 6620 SLA ... VITA SLA SharePoint Aglquest OnBoard

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- PMC Meeting Minutes

Lists

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- Active Problems
- Initial Findings Examples

Discussions

- General Discussion

Sites

People and Groups

Recycle Bin

ITIL Problem Management process

Announcement

PMC Meeting 11/15/2010 10:58 AM

by Bowman, Drew (ITP)

Problem Management Committee (PMC) Meeting held 11/15/2010 at 10:00 am in CESC room 2130. Meeting Minutes posted in the PMC Meeting Minutes Section

Initial Findings Examples 10/26/2010 4:14 PM

by Bowman, Drew (ITP)

A list of initial findings drafts has been created for standard incidents that have occurred in the past. This list may be used as a guide for future initial findings as a list of good examples to work toward going forward.

Problem Management Tracking 10/26/2010 4:13 PM

by Bowman, Drew (ITP)

A tracking list has been opened to show progress at a high-level for all open problems. Identified for each problem is the record number, status within the PM process, a description of the problem, and a description of each problem's current status.

Incident RCA Tracking 10/26/2010 2:22 PM

by Bowman, Drew (ITP)

A list has been added to track Incident RCAs requested by the customer from the date of request to delivery. The current status of an RCA can be viewed on the site at any given time to see where it is in the process from request, to development, to VITA...

NEW PROCESS TRAINING - Problem Management Process @ 9/27/2010 11:35 AM

by Bowman, Drew (ITP)

An initial training session with key problem management stakeholders on the new Problem Management Process and Procedures was held 9/27/2010 at 10:00 a.m. Attached are the slides from this training session. Future sessions to be announced.

(More Announcements...)

Add new announcement

Problem Management SharePoint Site

Records can be sorted by agency; status information is available

VITAWeb > VITA Sites > ITIL Problem Management

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ITIL Problem Management

ITIL Problem Management > Active Problems

Active Problems

Tracking of active problems within the ITP Infrastructure.

Actions View: Active Problems

Title	Start Date	Service Area	Agency	Assigned To	Status	Description	Status Description	Priority	Proactive?	Related Record(s)
PM015719	1/14/2011	Server	DMV	Sedillo, Ed (ITP)	1 - Investigation	DMV - Internet Issue - Webpage unavailable	Performing analysis on server cluster that houses the DMV Web application along with workign with customer who is working to correct any issues from an application perspective based on the error condition logged.	3 - Average	No	
PM015734	3/6/2011	End-User	VDACS	Craig, Mike (ITP)	1 - Investigation	VDACS Oracle Browser application intermittently experiencing time-out condition.	Removal of remaining Novell Componets is in progress and most remaining users are remote and rarely come in to a VDACS office. Their home offices have slow bandwidth that does not accomodate remote support. We are working with their schedules to coordinate a remote session when they are in a VDACS or other COV office to complete this task. Also, we have discovered irregularities pertaining to the assets and have updated notes accordingly.	3 - Average	No	
PM015739	2/9/2011	Server	TAX	Lickey, James (ITP)	1 - Investigation	TAX CACSG is running extremely slow. The system clocks when trying to take an action. Approximately 30 users are affected. It was determined that between 8:30am and 9:00am on 2/7/11 the Unix servers at CESC were taking 200ms+ to respond. This resulted in poor application performance for the CDCO application staff members and the AR and Siebel users at VaTax. End-users have indicated that the freezing of the CACSG application often occurs 3 or 4 times a week. In the situation on the morning of 2/7/2011, the slowness lasted for a period of 30 minutes.	Implementing OPNET monitoring of TAXSUN81 server to monitor traffic from end-users to the application to determine the source of the latency.	3 - Average	No	
PM015741	2/14/2011	Server	DSS	Kies, David	1 - Investigation	"The server PPIIMAGE continues to generate alerts that the Critical Disk Space threshold has been crossed. 82 alerts have been generated on this server between 11/11/2010 and 2/8/2011, and 37 within the month preceding 2/8/2011.	Work Request "DSS_20100801 Payment Processing Server Replacement" has been opened to replace PPIImage.	3 - Average	Yes	
PM015744	2/14/2011	Server	DMV	Sedillo, Ed (ITP)	1 - Investigation	"The server T-RPS-FLOW continues to generate alerts that the Available Physical Memory threshold has been crossed. 64 alerts have been generated on this server between 11/11/2010 and 2/8/2011, and 46 within the month preceding 2/8/2011.	T-RPS-FLOW Tag #100090766 will be replaced with NG Tag #00128869	3 - Average	Yes	KE0210
PM015746	2/14/2011	Server	VDOT	McCreight, Hugh (ITP)	1 - Investigation	"The server COAPP65 continues to generate alerts that the % Free Space threshold has been crossed. 60 alerts have been generated on this server between 11/11/2010 and 2/8/2011, and 16 within the month preceding 2/8/2011.	Initial investigation	3 - Average	Yes	
PM015747	2/14/2011	Server	DOC	Bromilow, Justin (ITP)	1 - Investigation	"The server DOCCORUATD81 continues to generate alerts that the Disk Space Critical threshold has been crossed. 52 alerts have been generated on this server between 11/11/2010 and 2/8/2011, and 19 within the month preceding 2/8/2011.	Initial investigation.	3 - Average	Yes	
PM015748	2/14/2011	Server		Polemeni, Joe	1 - Investigation	he server CSH01 continues to generate alerts that the Available Physical Memory threshold has been crossed. 48 alerts have been generated on this server between 11/11/2010 and 2/8/2011, and 21 within the month preceding 2/8/2011.	Initial investigation.	3 - Average	Yes	
PM015749	2/14/2011	Server	TAX	Sedillo, Ed (ITP)	1 - Investigation	"The server 222V4CTXCDCO continues to generate alerts that the % Total Processor Time threshold has been crossed. 41 alerts have been generated on this server between 11/11/2010 and 2/8/2011, and 12 within the month preceding 2/8/2011.	Initial investigation.	3 - Average	Yes	

Questions?

Problem Management SharePoint Site:

<https://vashare.virginia.gov/sites/vita2/itp-itol-problem/Lists/Active%20Problems/Active%20Problems.aspx>